

### **IMP 87-07, Exit Interview/Questionnaire**

Changes the policy to reflect current practice of interviewing employees before they leave AVSC. When an exit interview is not held, the employee is provided an opportunity to provide feedback via an exit survey.



Jane Dee Hull  
GOVERNOR

STATE OF ARIZONA  
VETERANS SERVICE COMMISSION  
ARIZONA STATE VETERAN HOME  
4141 N. 3RD STREET  
PHOENIX, ARIZONA 85012  
(602) 248-1550 FAX (602) 222-6687

Patrick Chorprenning  
DIRECTOR

Date

FIELD(1)  
FIELD(2)  
FIELD(3)

Dear FIELD(4):

Recently you terminated employment with the Arizona Veterans Service Commission, and for that reason, we are providing you with an Exit Interview Questionnaire.

Please take the time necessary to complete the Questionnaire and return it in the enclosed return-addressed, envelope (postage paid) that is provided. The Questionnaire provides an opportunity for you to "speak out" on how you feel about your employment with AVSC -- and in turn, to help us evaluate our employment practices at the Commission. If you have a concern in a particular area, please provide suggestions for improvement in the Comments section or on an additional piece of paper.

Remember, if we do not know that a problem exists, we cannot take corrective action. Your input may be very helpful in prompting needed changes at AVSC. Your answers are confidential, and your signature on the form is optional. So let us hear from you.

If you have any questions or problems with the enclosed Questionnaire or you would like to arrange a personal interview, please feel free to contact me at 248-1580.

Sincerely,

Sallie Cymbalski  
Human Resources Manager

SC/hr

**ARIZONA VETERANS SERVICE COMMISSION  
EXIT INTERVIEW FORM**

**Name** \_\_\_\_\_ **Division** \_\_\_\_\_

**Date of Hire** \_\_\_\_\_ **Termination Date** \_\_\_\_\_ **Job Class** \_\_\_\_\_

**Main Reason(s) for Leaving** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Opinion/Comments Regarding:**

**Supervision** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Training** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Communications** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Employee Recognition** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Your Treatment As An Individual** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What You Liked About Working Here

---

---

What You Disliked About Working Here

---

---

What Could Be Done To Make This A Better Place To Work

---

---

Would You Consider Working Here Again In The Future? Why/Why Not

---

---

Additional Comments

---

---

Correct Address For Final Check/W2

---

---

*Signature*

*Date*

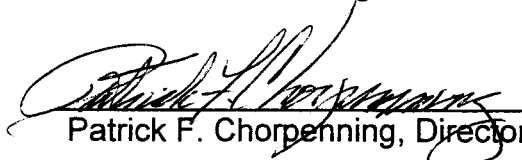
ARIZONA VETERANS SERVICE COMMISSION

INTERNAL MANAGEMENT POLICY 87-07

SUBJECT: EXIT INTERVIEW/QUESTIONNAIRE

EFFECTIVE DATE: March 15, 1999 (Supersedes 87-07, 11/1/97, 10/1/87 and 4/10/92)

- 1.0 POLICY: All employees who are voluntarily separating from AVSC are provided an opportunity for an exit interview with Human Resources. The exit interview contributes to an understanding and determination of specific reasons for an employee's termination and provides terminating employees an opportunity to express opinions, perceptions and objective observations of the Arizona Veterans Service Commission. Exit Surveys are provided to those employees who do not participate in an exit interview.
- 2.0 AUTHORITY: A.R.S. §41-604, Duties and Powers of the Director.
- 3.0 RESPONSIBILITY: Supervisors shall insure that all employees understand and are encouraged to comply with this policy. Human Resources is responsible for scheduling exit interviews or providing Exit Surveys to employees who leave AVSC.
- 4.0 PROCEDURES:
  - 4.1 Human Resources will provide all employees who have tendered their resignation an opportunity for an exit interview.
  - 4.2 When an exit interview is not conducted, the Human Resources Manager will provide the terminating employee with an Exit Survey and postage-paid return envelope. This envelope is addressed to the Human Resources Manager, Arizona Veterans Service Commission.
  - 4.3 Responses to interviews and Exit Surveys are maintained by Human Resources. Employee feedback is provided to the appropriate manager/supervisor by the Human Resources Manager.

  
Patrick F. Chorprenning, Director

April 29, 1999  
Date

Attachment: Exit Survey (AVSC 01-17)  
Letter Mailed with Exit Surveys  
Exit Interview Form (AVSC 01-051)

# Arizona Veterans Service Commission

## Exit Survey

Please take a few minutes to complete this confidential survey. The information you provide will not only tell us why you are leaving, but will be helpful in improving our future recruiting and retention efforts. Please complete the survey as accurately and as candidly as possible. Return the completed survey in the provided envelope which is marked CONFIDENTIAL. Thank you for taking the time to assist the Commission in this manner.

Name	Class Title (Job)	Grade	Years with AVSC	Years with the State

The Exit Survey is organized into two sections. In the first section, we ask that you record the precise reason(s) for your departure from AVSC. In the second section, you will be given an opportunity to provide feedback to management concerning a number of important issues. Please feel free to express your opinion in each of the areas listed. We value your input and will make every effort to learn from your experiences.

### Section I: Reasons for Leaving the Commission

Date   /  /  

Check as many reasons as are appropriate to your situation. Please check only those reasons which are directly applicable to your decision to leave the Commission.

#### Career Opportunity

*I am going to a new job which is:*

- ☐ Private Business/Industry                      ☐ Another government (CIRCLE) Federal, City, County

*I have not been offered another job, but am leaving:*

- ☐ To seek a higher paying job.                      ☐ To pursue a personal business opportunity  
☐ To seek a position more in line with my education.                      ☐ To seek a position more in line with my career aspirations.  
☐ To return to school/pursue a higher education.                      ☐ To enter military service.

#### Financial Considerations:

- ☐ Compensation was inadequate.                      ☐ Assigned additional duties without additional pay.  
☐ Increased family expenses.                      ☐ Benefits were not adequate

#### Health and Family Considerations

- ☐ Health problem (self or family)                      ☐ Off-the-job injury.  
☐ Stress/burnout on the job.                      ☐ Work-related injury.  
☐ Relocating.                      ☐ Pregnancy/maternity.  
☐ Child care.                      ☐ Other health and/or family consideration  
\_\_\_\_\_ (specify)

#### Work-Related Considerations:

- ☐ Had personality conflict with supervisor.                      ☐ Had job-related problems with co-workers.  
☐ Had personal problems with co-workers.                      ☐ Supervised too closely.  
☐ I was unfairly disciplined.                      ☐ I was passed over for a promotion.  
☐ I do not like the work.                      ☐ Worked excessive hours.  
☐ Job did not meet expectations                      ☐ The work is too strenuous or difficult.  
☐ Experienced or witnessed sexual harassment.                      ☐ Other work-related reason, specify  
\_\_\_\_\_

In this section of the survey, you will have a chance to provide your personal input concerning the Arizona Veterans Service Commission and its operations. Please rate your experiences with AVSC in each of the following areas. Do not hesitate to provide your opinion in each area listed. The information will be used to help improve the efficiency and effectiveness of the Commission's programs and procedures.

Area	VG	G	F	P	VP
AVSC as a good place to work	1	2	3	4	5
Recognition for good performance	1	2	3	4	5
Promotional opportunities	1	2	3	4	5
In-service training	1	2	3	4	5
Challenge and interest in the job	1	2	3	4	5
Access to preferred hours/schedule	1	2	3	4	5
Ability/knowledge of your supervisor	1	2	3	4	5
Supportiveness of your supervisor	1	2	3	4	5
Fairness/consistency of supervision	1	2	3	4	5
Clarity of orders/instructions	1	2	3	4	5
Availability of supervisors to provide assistance	1	2	3	4	5
Policy enforcement	1	2	3	4	5
Professionalism in the workplace	1	2	3	4	5
Communications/cooperation among departmental units	1	2	3	4	5
Innovation/openness to new ideas	1	2	3	4	5
Employee evaluation system	1	2	3	4	5
Comfortable work surroundings	1	2	3	4	5
Equipment and furniture	1	2	3	4	5
Retirement	1	2	3	4	5
Health insurance	1	2	3	4	5

If you would like to explain your reasons for leaving the Commission in more detail, comment on the exit survey, or elaborate on any other related issue, please do so below. Be as specific as possible.

[illegible]

AVSC 01-17 (Rev 10/6/97)

\*\*\*\*\* CONFIDENTIAL \*\*\*\*\*